



University of
CUMBRIA

PRE ARRIVAL INFORMATION

**UNIVERSITY OF CUMBRIA
ACCOMMODATION**



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WELCOME

We are very pleased to welcome you into Accommodation at the University of Cumbria. We hope that your stay here will be a pleasant one.

The following information is designed to help you plan your arrival day, orientate yourself and make your stay with us more enjoyable. However, if you have any queries about something not listed here, or if you would like further information, please do not hesitate to ask a member of the

Accommodation Team or contact the relevant Accommodation Office during office hours on:

Ambleside: amblesideaccom@cumbria.ac.uk
Lancaster: lancasteraccom@cumbria.ac.uk
Carlisle: carlisleaccom@cumbria.ac.uk

ACCESSING YOUR ROOM

Some of our halls operate on purely swipe card access, where you hold the card against the black cylinder and it will then open the doors. This will allow you to get into your room. Other halls may have a swipe card to access the building and a physical key to get into your room. Some also operate on a purely key operated system. This can vary depending on the accommodation type.

Swipe Access To Your Room

(Only applicable to certain halls of residence)

To access your block and flat: Hold your key against the card reader next to the door (this is not applicable to all campuses).

To open your block, flat and bedroom door: Tap the key card against the black cylinder, under the handle, and turn it away from the door frame. This will then open the door.

To lock your block, flat and bedroom door: Tap the key card against the black cylinder, under the handle, and turn it towards the door frame. After 4/5 seconds it will beep and flash red and the cylinder will spin freely. Your door is now locked.

Key Access To Your Room

To open your block, flat and bedroom door: Use the key provided upon arrival. Your bedroom door does not automatically lock (although the block and flat doors do), so please ensure you lock the door when you leave your bedroom.

NOTE: If you lose or misplace your key, there is a nominal charge to replace the swipe card or physical key. This is applied to your student account.





PLANNING YOUR ARRIVAL DAY

Arriving At Your Campus

Our arrival day is based on a timeslot system. These will be sent to you via email closer to arrival day.

Please arrive at the campus address shown below:

Ambleside:	Lancaster:	Brampton Road:	Carrock Halls:
Rydal Road, Ambleside, Cumbria, LA22 9BF	Brampton Road Halls, University of Cumbria, Brampton Road, Carlisle, Cumbria, CA3 9AY	Carrock Halls of Residence, Fusehill Street, Carlisle, Cumbria, CA1 2HH	University of Cumbria, Bowerham Road, Lancaster, LA1 3RR

A member of the team will be on hand to greet you at the check-in points. If you are arriving out of hours, please contact:

Ambleside: amblesideaccom@cumbria.ac.uk

Lancaster: lancasteraccom@cumbria.ac.uk

Carlisle: carlisleaccom@cumbria.ac.uk

Central: accommodationadmin@cumbria.ac.uk

Ahead of packing up to move, please read and be familiar with our 'what to take to university checklist'. This can be found on our website or in the online portal.

Welcome Meeting

There will be a welcome meeting once you move in on welcome Sunday. This is a compulsory meeting for all resident students and allows you the opportunity to meet the staff and to hear some essential information to help you settle in. Details of this meeting will be sent via email before you arrive. Unfortunately, parents are not able to attend this meeting; it is only for the residents.



WHAT TO BRING TO UNIVERSITY CHECKLIST:

Any electrical items you bring need to have been PAT tested, if more than 12 months old.

You may also be asked to present receipts of purchase for items not PAT tested if bought new, where there is a fault found.

Storage space is limited, so be selective when packing and shopping. Please remember you will be sharing fridge and freezer space with your flat mates.

Contents insurance is included for your personal belongings in halls as part of your booking agreement. Please check the contents insurance policy to see what is and isn't covered. This can be found in the document section on your accommodation portal.

Check List:

- Duvet & pillows
- Duvet cover, pillowcases and extra mattress toppers. (Please note all beds in our halls of residence are standard singles except Fell Court in Ambleside, which has some 3/4 beds. Check with the Accommodation Team which bed size you have. Rooms at Denton Holme Student Village are all 3/4 beds.)
- Towels, including tea towels
- Linen basket
- Coasters for the bedside cabinet
- Storage boxes
- Drawing pins for notice boards (please note that nothing can be stuck or hung on the walls)
- 1 x saucepan and 1 x frying pan
- Oven tray
- Kitchen utensils, including a sharp knife, peeler, wooden spoon/spatula, draining spoon, tongs, tin opener, bottle opener and scissors

- Cutlery, crockery, mugs and glasses (x2)
- Pyrex dish
- Plastic box with a lid
- Hangers
- Toilet rolls
- Iron
- Washing up liquid
- Cleaning fluids & cloths
- Laundry detergents
- Phone and laptop chargers
- A TV, if you would like one, although most people use their laptop or a PC monitor (to get your TV licence sorted, [click here.](#))

TV Licensing

Here's the latest TV Licensing students **toolkit**. This contains a number of social assets aimed at students to make you aware that you may be entitled to a refund for the time you have left on your TV Licence if you don't spend the whole year living away from home.

- **Social graphics and copy to highlight the refund.**
- There's also our short **animated video** which explains when you do and don't need a TV Licence.

Additional Information

If you bring an extension cable, please ensure this is a gang extension with an internal fuse.

Small fridges are not allowed within halls of residence unless you have specific medical conditions. Please discuss these with the Accommodation Team who can authorise providing a university fridge where appropriate.

Air fryers, slow cookers and coffee machines are allowed, but only one per kitchen. Please avoid bringing these appliances on the first week. If students are found to have more than one, they will be confiscated and returned at the end of your booking agreement period.

A kettle, toaster, microwave, chopping board, ironing board, mop/bucket, dustpan and brush, vacuum cleaner and bedroom bin are provided. We provide Hoover bags, bin liners and clear bags for recycling via our Domestic Services team.

Please be aware that we recommend using dryers in the launderette to dry your clothes; there is limited space for clothes airers. We do not allow the



hanging of clothes on radiators or portable dryers.

Remember, you can easily purchase items once you have settled in. Avoid overpacking clothes and unnecessary appliances – your halls are furnished. If you would like bedding and/or kitchen equipment on arrival, you can find out more information [here](#).

PROHIBITED ITEMS

(WHAT NOT TO BRING TO UNIVERSITY):

Find below the list of prohibited items which you are not allowed to bring into our halls of residence:

- Mini fridges/freezers/coolers (unless for medical use, subject to prior approval and supplied by the university)
- Washing machines, tumble dryers and dishwashers
- Kettles, toasters and microwaves (these are supplied by the university)
- Pressure cookers, chip pans, deep fat fryers, grills, inside BBQ trays (do not use any method of cooking which involves “deep-fat” frying)
- Rice cookers (if they do not display the CE Kite mark on the cable or plug and are not PAT tested. No more than one per flat)
- More than one air fryer, slow cooker or coffee machine per flat
- Cooking appliances in your bedroom
- Heating appliances (portable heaters, gas/oil burners or other fuel-burning devices)
- Electric blankets
- Cube plug and tower adaptors (only extension leads which are surge protected are allowed)
- Candles and incense sticks, including fragrance burners and shish pipes (LED battery candles are permitted)
- Electronic diffusers or plug-in scent diffusers
- Plug-in electrical fairy lights (battery-powered ones are fine)
- LED lights
- Gym equipment, such as treadmills, spin cycle bikes or tracks, overdoor pull up bars, climbing hooks, weight benches etc. (please use the on-site gyms)
- Desk lamps (these are supplied by the university)

- Clip-on desk lights
- Any additional furniture (please do not remove any of the provided furniture from bedrooms or living spaces)
- 3D printers
- Darts and dartboards
- Fire pits and BBQs
- Fireworks
- Any explosive materials
- Any weapons, such as knives, martial arts weapons and air weapons (items such as stipulate pickaxes which are provided for courses should be in locked areas - please discuss with your tutor about sensible storage areas on campus or secure lock boxes in rooms)
- Any item that has been made or adapted to cause injury
- Any open flame device
- Illegal substances/drugs (STRICTLY PROHIBITED AS PER STUDENT CODE OF CONDUCT)
- Any personal electrical equipment not complying with the safety standards
- Offensive displays or wall art
- Pets (including live food for pets e.g. insects for reptiles)
- E-Scooters
- Door wedges (wedging of doors is not permitted in any area)

If these items are brought into the university, the Accommodation Team will confiscate them and you may face disciplinary procedures. If there are other items brought into halls that the university considers to be dangerous, these too will be confiscated. Confiscated items can be collected at the end of term to take home.



WHAT'S INCLUDED

IN YOUR ROOMS AND COMMUNAL AREAS

Bedrooms

Each bedroom is fitted with:

- Single or three quarter bed with under bed storage
- Mattress and mattress cover
- Desk with drawers
- Desk chair
- Wardrobe
- Bedside cabinet
- Desk lamp

If you have an en-suite, these all come with shower curtains.

All rooms are furnished with curtains or blinds and carpet. You might want to bring your own rug. Students are not permitted to decorate their rooms or remove or alter furniture/curtains.

Bathrooms

Care must be taken not to block drains or allow basins or shower trays to overflow. The shower drain needs to be cleaned regularly and kept full of water. We provide a shower curtain.

Internet Access

An internet connection is provided in every bedroom by Glide. There is no additional charge - the cost of this is included in your rent. Details on how to connect and the help line number for support will be in your arrival pack.

Kitchens

Each kitchen is equipped with:

- Cooker
- Microwave
- Fridge
- Freezer
- Kettle
- Toaster
- Vacuum cleaner
- Ironing board
- Mop and bucket
- Dustpan and brush

You are responsible for keeping kitchens clean and tidy, including the cooker and fridge/freezer and for removing all rubbish and recycling from the kitchen. If excessive rubbish is left in the kitchen, it will be removed by the Domestic Services staff at a charge.

Please note that fat fryers/chip pans are not permitted due to the health and safety risk they create.



GROCERY SHOPPING

Ensure that you bring enough groceries with you to settle in; however, please be mindful that your flats mates will be also bring similar amounts of food and will equally need to store it. Please condense where appropriate and familiarise yourself with the local supermarkets on arrival. To order your groceries online, you will need to be present to receive the order. You will also need to provide the correct address with flat number and postcode, so the items go to the right place. The address of your residence can be found in your Halls Handbook. Please find below some useful links for ordering groceries online:

www.sainsburys.co.uk
groceries.morrisons.com
www.tesco.co.uk
groceries.asda.com

GENERAL INFORMATION

The mission of the Accommodation Team is to provide an environment that is supportive of a resident student's basic and developmental needs and to generate a sense of belonging. Our community emphasises mutual respect and understanding and awareness of diverse cultures.

The Accommodation Team is responsible for the welfare of residential students and balances discipline and community development in halls, offering suggestions for improving your life in halls and enjoying a living learning experience.

The Accommodation Team works closely with the Security Team. They are an integral part of university life for residential students, making a vast contribution towards your safety, security and well-being.

The Accommodation Team works for all students, staff and visitors to the campus and incorporates student events throughout the academic year.

Key Collection

You will receive information by email a few weeks before arrival which will provide details of the moving-in and key collection process.

Inventory

On arrival (after you have collected your keys and before you unpack), you need to complete both the room and flat inventories online via the portal. Students will be advised during induction to complete the inventory and submit it to us within seven days of their check-in date. Check every item in your room and communal areas and record any discrepancies such as missing items, marks on walls, stains on carpets etc. This is an official record of the condition of the property when you move in and will be used to assess the condition of the room when you leave.

The inventory acts as evidence of the standard of the room when it was given to you on check-in, and will be used during your mid-term inspections and departure to determine the extent of any damage, wear and tear etc.

You will be charged for any missing items or damage. If you do not return your inventory to the Accommodation Office, we will assume that everything in your room is as we have listed it.

Visitors

Adult visitors (over 18) may stay overnight for a maximum of two consecutive nights during any 14-day period. You should not have visitors staying on consecutive weekends. Visitors should not be left, day or night, in the allocated accommodation without you being present. Permission to accommodate an overnight guest must be obtained in advance from the Accommodation Team, who must also be informed by email. You are responsible for the behaviour of your visitors and will be held liable for any damage or disturbance caused by them.

Parking

LANCASTER

Students may purchase an annual parking permit to park on our Lancaster campus. Permits are available via the university's parking provider, Excel Parking, at the link [here](#). Please note that a permit does not necessarily guarantee you a parking space, as there are times when parking is extremely limited on campus.

Temporary Disabled Parking Permits are available for resident students who have a disability, in which case you should contact Student and Staff Services in the first instance disabilityservices@cumbria.ac.uk who will liaise with Campus Services to provide a permit if deemed appropriate.

Students may park their vehicles for free on campus after 5.00 pm and before 8.00 am on weekdays and all weekend.

We also provide cashless pay and display parking on our Lancaster campus; however, this could prove expensive to use regularly.

Unless you need a car for your course, we strongly recommend that you don't bring one with you.

Any cars parked on campus will be at the owner's own risk.

AMBLESIDE

A small number of student annual parking permits are available to purchase at our Ambleside campus. These permits go live at the beginning of September and are available first come, first served. This is due to extremely limited availability. You can apply for a permit via this [link](#). For the avoidance of

doubt, and to avoid disappointment, please be aware that they will sell out very quickly and the university does not have alternative car parking to offer at this time. Therefore, unless you need a car for your course, we would strongly recommend that you don't bring one with you. Parking on nearby residential streets is prohibited.

Please note, the university does not allow students to apply for a permit if they have a van.

Temporary Disabled Parking Permits are available for resident students who have a disability, in which case you should contact Student and Staff Services in the first instance disabilityservices@cumbria.ac.uk who will liaise with Campus Services to provide a permit if deemed appropriate.

Students may park their vehicles for free on campus after 5.00 pm and before 8.00 am on weekdays and all weekend.

We also provide cashless pay and display parking on our Ambleside campus; however, this could prove expensive to use regularly.

Any cars parked on campus will be at the owner's own risk.

BRAMPTON ROAD

Student parking is available on our Brampton Road campus on weekdays and at weekends, although a permit is required through Excel Parking Services. To apply, you need to register via this [link](#).

Due to the limited parking on campus, we would strongly recommend that **students do not bring cars with them**. Any cars parked on campus are at the owner's own risk.

FUSEHILL STREET

Student parking permits are not available at our Fusehill Street campus.

Temporary Disabled Parking Permits are available for resident students who have a disability, in which case you should contact Student and Staff Services in the first instance disabilityservices@cumbria.ac.uk who will liaise with Campus Services to provide a permit if deemed appropriate.

We provide cashless pay and display parking on our Fusehill Street campus; however, this could prove expensive to use on a regular basis and parking is extremely limited during the week.

We would strongly recommend that students do not bring cars with them.

Free student parking is allowed on campus after 6.00 pm and before 8.00 am on weekdays and all weekend. Any cars parked on campus are at the owner's own risk.

There are a limited number of car parking permits available at Our Lady of Perpetual Help off-site car park (about 10 minutes' walk from the campus). These are allocated first come, first served. Permits cost £35 per month. To apply, please use this [link](#).

Laundry Facilities

Location:

Ambleside:	Lancaster:	Brampton Road:	Carrock Halls:
Basement of Helvellyn and Stockghyll	Ground floor, next to Waddell North Hall	Ground floor, beside the entrance to Block B	Ground floor, at the entrance to the halls

This service is managed by Circuit Laundry and their helpline number is **01422 820 026** should you need to report a problem. Washing machines and tumble dryers are operated by downloading the circuit laundry app. Students are requested not to put wet or damp clothes on radiators to dry but to use the dryers provided in the launderette.

If you find a machine out of order, please contact the number displayed in the launderette and inform Accommodation Services. There is an ironing board (not an iron) provided in each flat for you to use.

To top up your card, please refer to the Circuit Laundry portal. www.circuit.co.uk

Useful Taxis

Campus	Taxi Numbers
Lancaster	A1 Taxis: 01524 410000 32090-35666 Taxis Ltd: 01524 32090 or 01524 35666 848 Taxis Lancaster & Morecambe: 01524 848848
Ambleside	Ambleside Amber Taxis: 01539 442000 John's: 07759143423 Andys Taxi of Ambleside: 07554372233
Carlisle	Carlisle 247365 Taxis Ltd: 01228 247365 Taxis in Carlisle: 01228 812612 AAA Taxis: 01228 808777

TIPS AND ADVICE WHILE LIVING IN HALLS:

Moving away from home and living with a group of people you have never met before can feel a little overwhelming, so here are our five tips and tricks to make settling into university accommodation a bit easier.

1) Save the Security Team's phone number in your phone, as there may be a time when you lock yourself out or see something suspicious. Having Security's phone number to hand not only saves you the hassle of trying to find it, but it also means they'll be able to arrive much quicker, helping to keep you and the people around you safe.

2) If you are considering ordering an online food shop, do this as a flat and divide the delivery fee. It makes it so much cheaper in the long term. We can almost guarantee that there will be someone who needs the same item as you, helping you save money and space in the kitchen.

3) Make or use a cleaning rota. Dividing up the tasks to do will keep your kitchen nice and clean and avoid you failing an inspection. The university provides a **Cleaning Rota** but do feel free to make your own as a group if that is what works best.

4) Doing laundry at university can be expensive, especially if you are doing it constantly. The trick is to do a big load once instead of lots of little loads. The washing machines at university are big so they can hold a considerable amount of clothes. This helps you save money and time waiting for your washing.

5) Join and try the various events and groups on offer. University is the prime time to find a hobby or sport you enjoy. You will be spending a lot of time in and around campus, so make the most of the social aspects of university life. Have a look at the **groups run by the Students' Union**, as they also host events throughout the academic year. Take a look at joining **UOC Active** too, which gives you access to on-campus fitness suites and classes.



UNIVERSITY BUILDINGS

- 1 Alexandra Building (AXB)
- 4 Video Conferencing Facilities
- 4 Bishop Cross Building (BCB)
- 5 Café Maritime
- 6 College Main
- 7 Video Conferencing Facilities
- 8 College North (N)
- 9 College South (S)
- 10 Dalton Building (DB)
- 11 Donald Coggan Building (DC)
- 13 Fieldhead (F)
- 14 Gateway Building
- 17 High Pollard Lecture Theatre (HPLT)
- 18 Business Exchange (BE)
- 19 Ingleton House

- 20 Kate Shuttleworth Lecture Theatre (KSLT)
- 21 Library - Harold Bridges
- 26 Askwith Building (AB)
- 28 Print Unit
- 32 Sport Complex (LSP)
- 34 The Keep (K)
- 35 Waddell Halls
- 37 Pre-School Centre
- 38 Seminar Building (SB)

CAMPUS MAP KEY

- Main Reception
- Building Access
- Accessible Entrance
- Car Park
- Designated Disabled Persons Parking Bay
- Vehicle Access
- Pedestrian Access
- Bicycle Parking
- Cycle Route
- Designated Smoking Area
- Loop System
- Maternity Room



Address
University of Cumbria,
Bowerham Road, Lancaster,
Lancashire, LA1 3JD

Telephone
01 524 590 800

Want to know more about living in Lancaster?
Please visit cumbria.ac.uk/lancaster

LANCASTER CAMPUS

CARLISLE FUSEHILL STREET CAMPUS

CAMPUS KEY MAP

- Main Reception
- Building Access
- Accessible Entrance
- Car Park
- Designated Disabled Persons Parking Bay
- Bicycle Shed
- Designated Smoking Area
- Loop System
- Maternity Room
- Pay and Display Parking
- Designated Care Share
- Outdoor Classroom



UNIVERSITY BUILDINGS

- 1 Blencathra (B)
- 2 Bowscale (BS)
- 3 Carrock Halls of Residence
- 4 Chapel
- 5 Estates
- 6 Learning Gateway (LG)
- 7 Calva Lecture Theatre
- 8 Lonscale Building (LN)
- 9 Skiddaw (SK)
- 10 Sports Centre (CSP)
- 11 STEM Laboratories
- 12 Outdoor Classroom

Address
University of Cumbria,
Fusehill Street, Carlisle, CA1 2HH

Telephone
01 524 590 800

CAMPUS KEY MAP

- R Main Reception
- ▲ Building Access
- ♿ Accessible Entrance
- P Car Park
- ♿ Designated Disabled Persons Parking Bay
- 🚲 Bicycle Shed
- 🚰 Designated Smoking Area
- 🚰 Loop System
- 🚰 Maternity Room
- 🚰 Pay and Display Parking
- 🚰 Designated Care Share
- 🚰 Outdoor Classroom

Address
University of Cumbria,
Brampton Rd, Carlisle CA3 9AW

Telephone
01228 400300



UNIVERSITY BUILDINGS

- 1 D11 & D12
- 2 D13 & D14
- 3 D15 & D16
- 4 D17 & D18
- 5 D19 & D20
- 6 Sign Building & Dance Studio
- 7 Halls of Residence
- 8 Homeacres
- 9 Library
- 10 Main Building (MB)
- 11 Stanwix House (SH)
- 12 Workshops and Ceramics Studios (W)
- 13 Stanwix Cottage
- 14 Dance Studios
- 15 Vallum Gallery

CARLISLE BRAMPTON ROAD CAMPUS

AMBLESIDE CAMPUS



UNIVERSITY BUILDINGS

- 1 The Barn
- 2 Beehive
- 3 Borrowdale
- 4 Charlotte Mason Building (CMB)
inc. Perival Lecture Theatre
- 5 Langdale (LD)
- 6 Low Nook
- 7 Millet
- 8 Rigg Cottage
- 9 Scale How
- 10 Stockgill
- 11 Estates

STUDENT RESIDENCES

- A Ashfield
- B Beechfield
- C Castle Crag
- D Eagle Crag
- E Fairfield
- F Fellbarrow
- G Greenbank North
- H Greenbank South
- I Hazeldene
- J Heathfield
- K Helvellyn
- L Roshwaite
- M Seathwaite
- N Stybarrow
- O Wanstell
- P Yewbarrow

Address
University of Cumbria
The Barn, Rydal Road,
Ambleside,
Cumbria,
LA22 9BB

Telephone
01539 430274

Buses to Windermere train station, Kendal and Lancaster

Buses to Grasmere and Kenwick

CAMPUS KEY MAP

- R Main Reception
- ▲ Building Access
- ♿ Accessible Entrance
- P Car Park
- ♿ Designated Disabled Persons Parking Bay
- 🚲 Bicycle Shed

- 🚰 Designated Smoking Area
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- 🚰 Maternity Room
- 🚰 Pay and Display Parking
- 🚰 Designated Care Share
- 🚰 Outdoor Classroom



University of
CUMBRIA